

Layoff Guide

You're not alone



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2 Overview

Being laid off from your job is one of the most difficult events you can experience in life. However, you do not need to go through this transition alone.

The Rapid Response team will provide you with valuable information on services and resources geared toward your needs with a goal of getting you back to work as soon as possible and minimizing the disruptions in your life that a layoff will cause.

Some of this information will include an available means to maintain an income (unemployment insurance) during your layoff, information on AlaskaJobs, Career Support and Training Services (CSTS) which may include job search support, relocation support, training support, follow-up support, and much more.

Becoming educated on and gaining access to important information and services that enhance your employment opportunities, provides options for you. When you have options, YOU are in control and are able to plan your future. The sooner you start planning your next steps, the more quickly the stress of a traumatic event such as a layoff can be managed.

Be sure to take advantage of the services listed in this book and presented at Rapid Response meetings, especially while you are still employed or while unemployment insurance benefits, severance payments or other financial resources are still available to you.



When you experience a layoff, you're not alone

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Every year, thousands of people throughout the nation lose their jobs due to a layoff. Layoffs are caused by numerous reasons, such as company restructuring, the global economy, new technology, not enough business, overhead costs, buy-outs and so forth. *Layoffs are based on business decisions that are beyond your control. Layoffs eliminate positions, not specific people. Don't blame yourself. It's not your fault.*

Many people who have lost their jobs are angry, confused, hurt, sad, distrustful and more. This is normal. Losing your job means losing your paycheck, losing your daily life pattern, your work family, your role as a worker and provider, among other things. Losing your job is a stressful life event. Job loss ranks just below losing your loved one to death or divorce, going to jail, or coming down with a major illness on the stressful life events scale.

Stress attacks people where they are weakest and most vulnerable. It may cause sleeplessness or more colds and viruses. Some people may become depressed and others may have more physical symptoms. When people feel stressed out, they might drink or eat more, sleep more or sleep less, feel tired, get discouraged or worry a lot. Some may cry or fight more, or feel frustrated and angry.

If you begin to feel the effects of stress, fight them. You may not be able to remove the cause of stress immediately, but you can do things to reduce the impact on you and your family's life. It's very important to

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eat healthy foods; fresh fruit, fresh vegetables and fish provide vitamins that help your body heal. Get enough rest; your body heals during your sleeping hours. Exercise is a great stress reliever; it releases endorphins into your system that have a calming effect on your mind and body.

When experiencing a layoff, you are experiencing a change. Although change can be a good thing, it often starts with a sense of loss.

When people experience a loss, they generally go through stages – denial (that the change is happening), resistance (the change is not happening to me), exploration (since this change is happening I better find out what's out there) and acceptance (it's happened and I want to move forward by checking into what careers are suited for me).

Everyone goes through the change process. Some go through all four stages within hours, and for others it may take days, weeks or months.

A layoff affects the whole family. Family roles and responsibilities change (the former bread winner now may be the family caregiver or cook), teenagers and children don't quite understand what is happening but they sense something is wrong and don't know what to do to fix it. They may be scared; they may act up and be difficult. Be sure to reassure them and tell them as much as they can understand about the situation. Basically they just need to know everything is going to be OK. Communicating is very important during this time. It gets information and feelings out and creates a

connection between family and friends. Communication provides for an avenue of exploring options and brainstorming ideas.

Change is difficult. The job that was familiar and seemed secure is gone. It's a difficult decision when determining what that next career is going to be. It may require you go back to school, so you'll need to brush up on skills you haven't used in a while like studying and taking tests. Starting that next job means you are the new hire; you have a probationary period and lowest seniority.

Knowing it is normal to feel pressures due to added stress of unemployment, and moving through the change process can help keep things in perspective. The reason it feels like a hard time is because it is a hard time.

Being anxious about starting a new career is normal, but you are not alone. What feels overwhelming when you face it alone becomes something you can do when you are working together with other people to come up with a plan. Planning is the key to taking back control of your life and your future. Plan out one day at a time, and take action on your plan. Utilize all the resources available to help you explore your options that may include jumping right into that next job or going to training to prepare for that next career.

COBRA

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Consolidated Omnibus Budget Reconciliation Act (COBRA) gives workers and their families who lose their health benefits the right to choose to continue group health benefits provided by their group health plan for limited periods of time under certain circumstances such as voluntary or involuntary job loss, reduction in the hours worked, transition between jobs, death, divorce and other life events.

For more detailed COBRA information visit:

dol.gov/dol/topic/health-plans/cobra.htm

For more information on health care, visit:

healthcare.gov

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Alaska Department of Labor and Workforce Development programs

Alaska Job Center Network

jobs.alaska.gov

At our Alaska Job Centers throughout the state, we have joined government agencies and local nonprofits to make it easier for you to find work, get training, or change careers if necessary. Our job centers offer many options in one place, making it a convenient location to obtain as many services you need. We tailor services for each individual who walks through the door. If you want to seek out your own job leads, take a workshop or research a promising new line of work – we can help you succeed!

Employment Services

Each one of our job centers offers a resource room that's available for your use. These resource rooms have computers with Internet access for job searching and online job applications, printers, copiers, fax machines and friendly staff who are available to help you with all your employment needs. Job center staff are available to assist you with creating cover letters and resumes, typing tests, labor market information, referrals to Career Support and Training Services, or other services. You can sign up for workshops such as Resume Writing, Workplace Alaska (applying for State of Alaska jobs), Interviewing, Planning Your Career, and others through AlaskaJobs.

AlaskaJobs

AlaskaJobs is a powerful tool for job seekers and businesses that uses the latest technology to match Alaska businesses with Alaskans looking for jobs.

AlaskaJobs features tools to review your skills, find the skills and qualifications different occupations require, research salaries, job growth, and other labor market information. The system houses information on training providers and education or financial aid you may need to upgrade skills or certifications.

The program allows you to easily search and view thousands of job postings based on criteria you define, including skills, values and interest. You can set up a Virtual Recruiter search agent to automatically review job postings and notify you of jobs that match what you are looking for.

AlaskaJobs offers a resume builder to create, customize and send professional resumes and cover letters to employers, and store multiple versions of each document. You decide if employers see your resume but not your name. With AlaskaJobs, you're in control of the job application process.

To use AlaskaJobs, you'll need a myAlaska account (my.alaska.gov). Sign on through myAlaska and choose AlaskaJobs.



Special Services

Alaska job centers offer a variety of specialized services. You may qualify for specialized services if you:

Are a veteran – You qualify for priority job referral and employment counseling. At some of our larger job centers, veteran representatives are available to work exclusively with you.

Have a disability – Specially trained rehabilitation counselors can help you reduce or eliminate the impact a disability may have on finding new work, and can help you find a job that fits your abilities and interests.

Are an older worker – If you are 55 years old or older, you may qualify for special training opportunities.

Are an unpaid homemaker – If you are a homemaker who was dependent on the income of another family member but are no longer supported by that income, you can receive the same training opportunities as your laid-off spouse to help you return to the workforce.

Career Services

Alaska job centers can provide career services for adults and dislocated workers. There are three types of career services as follows:

Basic career services – Available to all individuals seeking services served in the one-stop delivery system. These services include assessment of skill levels, job search and placement assistance, referrals and coordination of activities with other programs and services, and labor market information.

Individualized career services – Available to individuals if appropriate to obtain or retain employment. These services include comprehensive and specialized assessments of the skill levels and service needs, counseling and mentoring, internships and work experiences, and career planning.

Follow-up services – Provided for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Career Support and Training Services

The Career Support and Training Services program (CSTS) administers funding that fosters workforce development and helps you find self-sustaining employment. You will work one-on-one with an Employment Services Technician (EST) who will assist you in developing an Individual Employment Plan – one that leads to a great job in high demand.

Throughout the career-planning process, you will develop strategies and set goals to achieve your self-sustaining employment with the support and guidance of your assigned EST. Based on your individual needs, your employment plan may include financial assistance for costs associated with job search, training and/or relocation. Here's more information on the services that CSTS provides:

Job search support – Sometimes all you need to get a great job is a little support. The CSTS program can provide that support through funded services, such as help with transportation costs, a nice interview outfit or maybe the required tools or safety gear needed for your new job.

Relocation support – If you're offered a full-time, permanent position that supports you and your family, but you don't have

the money to relocate for that job, the CSTS program may be able to assist with those costs. The program can potentially help move you, your family and your belongings to your new community – paying transportation, shipping and temporary housing costs.

Training support – Do you need training for a job in high demand? Have you ever had an employer say he or she wants to hire you but wishes you had a particular certification? The CSTS program has training support that can make it happen by assisting with tuition, fees and books. It also may be able to pay for up to 50% of your wages while you work in an On-the-Job Training program (OJT). That saves your employer money while you're trained for the job.

Follow-up support – Have you ever been in a situation where you started a new job and wondered if you'll pass probation, or felt lost and wondered what you were doing there? For a year after you obtain employment, you're in the follow-up support stage of the CSTS program. Your EST is a phone call away to help you through transitions or hard spots. Sometimes all you need is a friendly voice coaching you along. Your employment services technician is there for up to a year to help ensure your success.



Trade Adjustment Assistance

Trade Adjustment Assistance (TAA) is a federal entitlement program designed to help workers who have lost or may lose their jobs as a result of foreign trade or shifts in production outside of the United States.

The program offers benefits and services to eligible affected workers in an effort to help workers gain the skills, credentials, resources and the support necessary to become reemployed.

The services and benefits that may be available based on the date of your trade-certified layoff and individual eligibility include reemployment services, case management services, job search and relocation allowances, wage subsidies for reemployed workers ages 50 or older, a health coverage tax credit, additional Unemployment Insurance benefits and training – classroom, on-the-job or apprenticeship.

If you have ever been laid off due to the impacts of international trade, contact the Alaska TAA Coordinator at dol.taa@alaska.gov or your nearest Alaska Job Center at jobs.alaska.gov/offices for more information. The Alaska TAA webpage is jobs.alaska.gov/taa.

10 Unemployment Insurance

Alaska's Unemployment Insurance program serves to bridge the economic gap for the individual worker when unemployed. It also acts as a stabilizing influence on local economies.

You should apply for UI benefits as soon as you are unemployed or working less than full time. Your claim starts the Sunday of the week you make contact or file a claim online. Weekly benefits are not paid retroactively, so the sooner you file, the sooner you may be eligible for benefits.

To file online, log in to **my.alaska.gov** and under "Services for Individuals" click on "**Unemployment Insurance Benefits.**"

Applying for UI over the internet is fast, easy and secure. Our online services are available 24 hours a day, seven days a week. Here's what you need to get started:

- Your Social Security number
- Your current mailing and physical address
- Your telephone number or a contact number
- If you are not a U.S. citizen, your Alien Registration number, type of card and expiration date
- Your most recent employer's company name, address and phone number
- Report any federal or military employment in the last 18 months
- Your dates of employment and the reason you are no longer working
- Hours and gross wages for the last week you worked

The information collected as a result of your application for UI benefits cannot be disclosed to anyone except when authorized by Alaska or

federal laws, by court order or with your written consent. The confidential information both you and your employer reports may be used for any DOLWD business and may be shared with other state or federal agencies.

- In Alaska, you can receive a minimum weekly benefit amount of \$56 up to a maximum of \$370 per week.
- The duration of benefits is 16 to 26 weeks.
- After filing your claim, you will receive a monetary determination that will state your weekly benefit amount and how many weeks of benefits you are potentially eligible for.
- You may be eligible to receive an additional \$24 per week for each dependent child under the age of 18.
- New claims are effective the Sunday of the week in which you file your claim.
- The first eligible week you file for is considered a "waiting week." You will not be paid benefits for your waiting week. However, you must file for the week to receive waiting week credit and begin collecting benefits.
- To be eligible to receive benefits, you must be physically able to perform work and be available to accept full-time work in any occupation that is consistent with your prior training.
- You are required to register for work and create a resume online in AlaskaJobs at **alaskajobs.alaska.gov** unless you've been instructed otherwise. Failure to do so may result in denial of your UI benefits.
- You are required to actively seek suitable work and report valid



work search contacts for each week you are claiming benefits, unless you have been instructed otherwise.

- For each work search to be considered valid, you must report:
 - Date of contact
 - Name of employer or business
 - Method of contact
 - Employer's phone number, mailing address, website or email address

Filing weekly claims

Once you have opened a new claim, you will be given dates as to when to file your weekly claims. You must continue to file every week to keep your claim active and to receive benefits.

When filing weekly claims, you will be asked to report activities that occurred during the week you are filing for only.

- Were you physically able to work?
- Were you available to work?
- Did you miss work or refuse work?
- Were you attending school or training?
- Did you travel or move outside your area of residence?
- Did you receive vacation, sick, retirement, bonus, holiday or severance pay during these weeks?
- Did you work for an employer or were you self-employed?
If yes, you will need to report your gross wages.
- Did you conduct work search(s) if instructed to do so?

IMPORTANT:

- The U.S. Postal Service does not forward our mail. It's your responsibility to maintain a current mailing address with our agency.
- Whether filing online or by phone, you are responsible for the answers to all questions.
- Failure to contact our office when instructed or supply any requested documents may result in a denial of your UI benefits.

Need to contact UI?

If you are unable to file for your UI benefits online, have questions or have been instructed to contact your nearest claim center, please call:

Anchorage: (907) 269-4700
Fairbanks: (907) 451-2871
Juneau: (907) 465-5552

Telephone hours are 10 a.m. to 3 p.m. Monday-Friday (except holidays).

For additional information, including:

- Frequently Asked Questions
- A Help Guide for applying for UI benefits online
- UI Claimant Handbook
- Benefit Calculator

Visit us online:

labor.alaska.gov/unemployment

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Alaska job center locations

Toll free in Alaska: (877) 724-2539 | Alaska Relay: 711

Anchorage Midtown

3301 Eagle St., Suite 101
P.O. Box 107024
Anchorage, AK 99503

Phone: (907) 269-4800
Fax: (907) 269-4825

midtown.jobcenter@alaska.gov

Bristol Bay (Dillingham)

527 Seward St., Room 101
P.O. Box 1149
Dillingham, AK 99576-1149

Phone: (907) 842-5579
Fax: (907) 842-5679
Toll free: (800) 478-5579

dillingham.jobcenter@alaska.gov

Fairbanks

675 7th Ave., Station B
Fairbanks, AK 99701-4531

Phone: (907) 451-5901
Fax: (907) 451-2919
Toll free: (888) 789-1905

fairbanks.jobcenter@alaska.gov

Homer

3670 Lake St., Suite 300
Homer, AK 99603

Phone: (907) 226-3040
Fax: (907) 235-6143

homer.jobcenter@alaska.gov

Juneau

10002 Glacier Highway, Suite 100
Juneau, AK 99801-8570
P.O. Box 115514
Juneau, AK 99811-5514

Phone: (907) 465-4562
Fax: (907) 465-2984

juneau.jobcenter@alaska.gov

Ketchikan

2030 Sea Level Drive, Suite 220
Ketchikan, AK 99901-6073

Phone: (907) 225-3181
Fax: (907) 247-0557
Toll free: (888) 795-7526

ketchikan.jobcenter@alaska.gov

Kodiak

211 Mission Road, Suite 103
Kodiak, AK 99615-6315

Phone: (907) 486-3105
Fax: (907) 486-4716
Toll free: (800) 478-3105

kodiak.jobcenter@alaska.gov

Mat-Su

877 Commercial Drive
Wasilla, AK 99654-6937

Phone: (907) 352-2500
Fax: (907) 376-4447

matsu.jobcenter@alaska.gov



Nome

103 E. Front St., Suite 230
P.O. Box 280
Nome, AK 99762-0280

Phone: (907) 443-2626/2460

Fax: (907) 443-2810

Toll free: (800) 478-2626

nome.jobcenter@alaska.gov

Peninsula (Kenai)

11312 Kenai Spur Highway, Suite 2
Kenai, AK 99611

Phone: (907) 335-3000

Fax: (907) 335-3050

peninsula.jobcenter@alaska.gov

Sitka

304 Lake St., Room 101
Sitka, AK 99835-7563

Phone: (907) 747-3423

Fax: (907) 747-7579

sitka.jobcenter@alaska.gov

Valdez

213 Meals Ave., Room 22
P.O. Box 590
Valdez, AK 99686-0590

Phone: (907) 835-4910

Fax: (907) 835-3879

valdez.jobcenter@alaska.gov

YK Delta (Bethel)

460 Ridgecrest Drive, Suite 112
P.O. Box 1607
Bethel, AK 99559-1607

Phone: (907) 543-2210

Fax: (907) 543-2099

Toll free: (800) 478-2210

ykdelta.jobcenter@alaska.gov

14 Labor market information

An abundance of labor market information is on the Alaska Department of Labor and Workforce Development's Research and Analysis webpage at live.laborstats.alaska.gov.

Are you wondering what Alaska's future job market holds for your occupation, or a job you're interested in? Or are you thinking about moving elsewhere in the state for a job?

Take a look at an *Alaska Economic Trends* magazine. One issue shows what employment in industries and occupations is projected to look like over a 10-year period, 2018 to 2028, and gives the 25 highest-growth jobs, along with the 25 jobs projected to decline. The issue also looks at job openings, wages, required training and education, among other things. Research and Analysis' economists and researchers publish *Trends* each month. Read it online or get a free electronic subscription.

Or read an article that discusses health care wages in Alaska, and how they rank compared to other states and to the U.S. average, by occupation. *Trends'* articles cover a vast range of topics, many of which are helpful for job seekers. The articles are indexed by subject, including by industry and occupational group.

Other articles provide an analysis of rental or housing markets throughout the state, including rental costs and vacancy rates,

or even the average loan dollar amount for single-family homes in a given area. There's a cost of living issue each year that looks at each region of the state.

But that's not all. The Research and Analysis webpage also provides a wealth of information useful to job seekers. For instance, if you want to know what employers are in a city, borough or census area, you can go to Other Resources at the bottom of the home page and click on Alaska Employers. Then choose, say, Juneau, then construction, then residential building construction. That takes you to a list of every employer in that category that includes ranges for the number of employees and annual sales for that employer, among other information.

With the Wages by Occupation link (click on the upper-right menu, and, under the Labor Market Information bullet, select Wages by Occupation), you can see each occupation's mean and median wages that belong to 22 occupational groupings. One grouping, for instance, shows the wages of some 50 occupations.

You can look at population numbers, growth and declines throughout the state, even to the point where you can see the Red Dog Mine Census Designated Place had 32 people in the 2000 Census, and 309 in the July 2019 population estimate.

There are a variety of ways to look for a job:

Internet – Many companies or organizations post their openings on their company website, so it's important to look there. There's also a multitude of job search websites, some of which are listed for you in the next several pages. Another important part of looking for a job is AlaskaJobs. It's a powerful tool that allows you to easily search and look at thousands of job postings based on the criteria you define, including skills, values and interests. You can also set up a Virtual Recruiter search agent to automatically review job postings and notify you of jobs. And those are just some of the things AlaskaJobs can do.

Newspapers – Help wanted ads in the classified pages of newspapers aren't as popular as they used to be, pre-internet, but some employers still advertise their job openings that way.

Private employment agencies and temporary agencies are utilized by some businesses that don't want to, or don't have time to advertise their job openings, read piles of resumes, and select and interview the applicants – they would rather hire an employment agency to do it for them. Normally, when an employment agency finds a permanent job for you, you become an employee of the hiring company. But in a temporary agency, you may move from job to job and company to company, therefore the employment agency becomes your employer.

Networking is a great way to locate jobs. Statistics show that up to 75 percent of job openings in the United States are not

advertised. Employers fill these openings by hiring friends, relatives and acquaintances of the people who work for them. Networking is relatively easy. All you have to do is talk to your friends, relatives, neighbors and the casual people you see every day. They all probably work for multiple employers and have many friends, family and neighbors to ask about job leads as well. You're bound to come across job leads with this many people on the lookout for you.

Job fairs are a valuable resource as they put you in direct contact with employers. Employers attend job fairs for one reason, they have jobs to fill. They are there to collect resumes, make an initial evaluation of the people they meet and deliver that information back their managers or others in their office.

By attending job fairs, you get the chance to find more job leads and make contacts. It's also a good way to research a career or field you're considering. And you can learn a great deal about the opportunities with a company by listening to company representatives as they talk about their company and products, and by asking questions and collecting company materials.

The job centers often coordinate job fairs, including virtual ones, and post them on the job fair calendars, which are available at jobs.alaska.gov/jobfairs. Looking for a new job may seem overwhelming given all the options and different ways that jobs are advertised. But think of the different methods as options. Pick and choose which method works best for you or utilize them all.

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Employment and Training related internet sites

Job listings

AlaskaJobs	alaskajobs.alaska.gov
Job fairs, recruitments and workshops, DOLWD	jobs.alaska.gov/jobfairs/
Career One Stop (nationwide)	careeronestop.org
NLX National Labor Exchange	usnlx.com
Veterans jobs	hireveterans.com
International jobs	overseasjobs.com
Seasonal jobs	coolworks.com
Anchorage jobs	anchoragehelpwanted.com
Alaska Native Hire jobs	alaskanativehire.com
Monster.com jobs	monster.com
Indeed.com jobs	indeed.com
Glassdoor.com jobs	glassdoor.com
SimplyHired.com jobs	simplyhired.com
CareerBuilder.com jobs	careerbuilder.com
ZipRecruiter.com jobs	ziprecruiter.com
Higher Education jobs	higheredjobs.com
Idealist.com jobs with nonprofits	idealist.com
Workin.com jobs in other states	workin.com

Health care

Alaska Native Tribal Health Consortium	anthc.org
Alaska Regional Hospital	alaskaregional.com
Bartlett Regional Hospital	bartletthospital.org
Bristol Bay Area Health Corporation	bbahc.org
ConnectToCareJobs.com	connecttocarejobs.com
Fairbanks Memorial Hospital/Denali Center	www.foundationhealth.org
Mat-Su Valley Hospital	matsuregional.com
Norton Sound Health Corporation	nortonsoundhealth.org
Providence	providence-alaska.jobs
Southcentral Foundation	southcentralfoundation.com
Southeast Alaska Regional Health Consortium	searchc.org
Yukon-Kuskokwim Health Corp.	ykhc.org
3RNet health care jobs (Alaska/nation)	3rnet.org/locations/alaska

Government job listings, information

USA Jobs	usajobs.gov
Workplace Alaska	workplace.alaska.gov
Public Employees Union Local 71	local71.com
University of Alaska	alaska.edu/hr
Alaska Court System jobs	courts.alaska.gov/hr
Alaska Railroad jobs	alaskarailroad.com
Municipality of Anchorage jobs	muni.org/jol

Government listings continued ...

Mat-Su Borough	governmentjobs.com/careers/matsugov
Troops to Teachers	proudtoserveagain.com
Government jobs clearing house	careersingovernment.com
U.S. Postal Service jobs	usps.com/employment
Veterans job listings	fedshirevets.gov
Army Civilian Personnel	armycivilianservice.usajobs.gov
Federal Aviation Administration	faa.gov/jobs
Alaska Veterans homepage	jobs.alaska.gov/veterans
U.S. Department of Veteran Affairs	va.gov
Federal government jobs for students	federaljobs.net/student.htm
Alaska Military and Veteran Affairs	dmva.alaska.gov

Occupational information

Career One Stop	careeronestop.org
DOLWD	labor.alaska.gov
Alaska workforce information, DOLWD	laborstats.alaska.gov
Alaska occupations information, DOLWD	laborstats.alaska.gov
Alaska Career Information System	akcis.org
O*Net Online	onetonline.org
Today's Military — careers, benefits, training	todaysmilitary.com
Job.com — general job search information	job.com
Career Builder general job search information	careerbuilder.com

School information

Alaska Adult Education, DOLWD	jobs.alaska.gov/aae
SERRC Alaska's Educational Resource Center	serrc.org
Alaska Vocational Technical Center (Seward)	avtec.edu
University of Alaska Fairbanks	uaf.edu
University of Alaska Anchorage	uaa.alaska.edu
University of Alaska Southeast	uas.edu
Alaska Teacher Placement	alaskateacher.org
Alaska Public School Districts contacts	education.alaska.gov/alaskan_schools/Public
Alaska Job Corps Center	alaska.jobcorps.gov
Job Corps national information	www.jobcorps.gov
Peterson's College Guides	petersons.com
U.S. News Best Colleges Ranking	usnews.com/best-colleges

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Educational funding

Free Federal Student Financial Aid Application	fafsa.gov
Federal Student Financial Aid	studentaid.gov
Finaid.org (financial aid information, tools)	finaid.org
Alaska Commission on Postsecondary Education	acpe.alaska.gov
Alaska Performance Scholarship	acpe.alaska.gov/financial-aid
Alaska Education Grant	acpe.alaska.gov/financial-aid
NASFAA College Financial Aid	nasfaa.org
Fastweb (free scholarship matching service)	fastweb.com
College Savings Plans Network	collegesavings.org

Apprenticeship information

Helmets to Hardhats	helmetstohardhats.org
Alaska apprenticeship	jobs.alaska.gov/apprentice

Services

State of Alaska	alaska.gov
How to start a business and related info	sba.gov
Alaska Small Business Development Center	aksbdc.org

Job training programs	jobs.alaska.gov/training
Veteran Services	jobs.alaska.gov/veterans
Alaska Division of Public Assistance	health.alaska.gov/dpa
Social Security Administration information	ssa.gov
Municipality of Anchorage – People Mover	peoplemover.org
Alaska Housing Finance Corp.	ahfc.us
Alaska State Commission for Human Rights	humanrights.alaska.gov
Division of Motor Vehicles	doa.alaska.gov/dmv
Statewide Directory of Human Service Providers	alaska211.org

Oilfield

Alaska oil and gas employers	jobs.alaska.gov/energy
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Volunteer opportunities

Providence Hospital	alaska.providence.org
Alaska State Parks	dnr.alaska.gov/parks/vip
U.S. Fish and Wildlife Volunteer Alaska	fws.gov/volunteer-opportunity
Nationwide volunteer opportunities	volunteermatch.org
United Way	unitedway.org

Resume writing 19

When businesses want to sell something, they send out information about their products in the form of advertising. It usually explains how they can help you and why you should buy their product. This is **exactly** what you are doing with your resume, but you are selling your experience and skills and explaining why they should hire you.

Employers review hundreds of resumes. They spend about 10 seconds glancing at each resume. Yours must stand out. You want to focus your resume on what the employer wants to hear, meaning tailor each resume to the job you are applying for. Never use a generic resume for multiple jobs.

Your resume should contain your contact information, an objective, education, professional experience, work related activities, credentials and endorsements. Make sure previous job titles and

responsibilities are recognizable. Many companies have job titles that don't make sense to the general public.

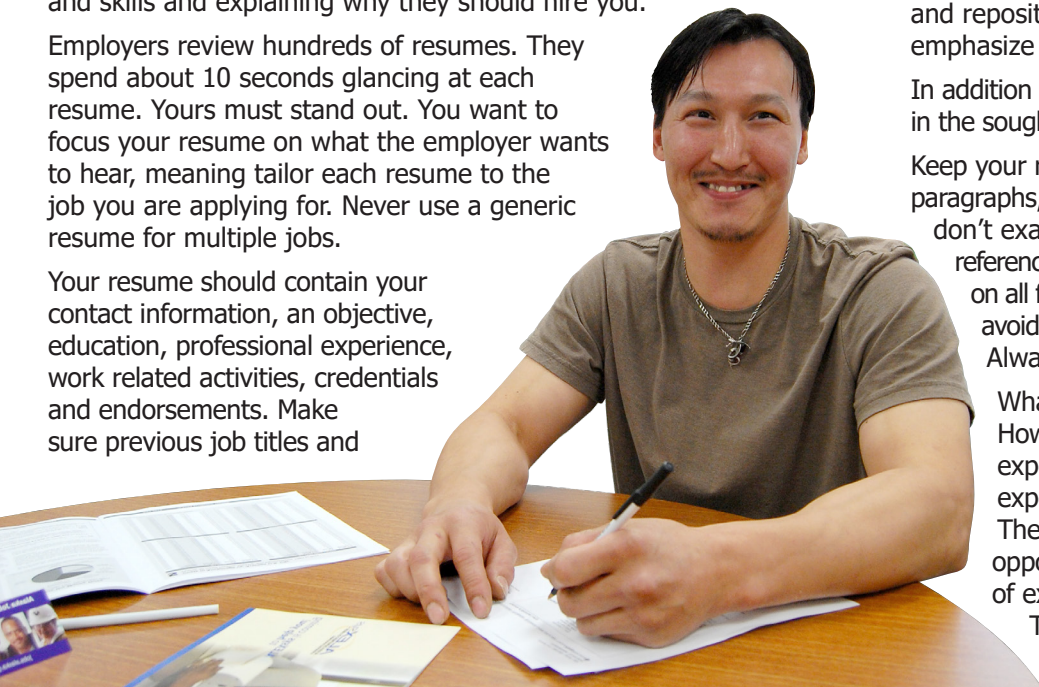
Use action words and verbs to describe your previous work, words such as launched, initiated, accomplished, achieved, consolidated and repositioned. Use highlights, underlines, bolding and italics to emphasize your best results.

In addition to job skills, list personality traits that will make you successful in the sought after job, for example: dependable, creative, driven.

Keep your resume short and simple. Keep sentences brief, don't write in paragraphs, use simple, everyday language, be positive, be enthusiastic, don't exaggerate, don't mention salary or wages, don't list personal references and use standard 8.5-by-11-inch paper. Keep a 1-inch margin on all four sides of the page, avoid fancy type or difficult-to-read styles, avoid cutesy artwork or photos, and proofread, proofread, proofread. Always have someone else proof your resume for errors.

What if you are a college graduate with no work experience? How do you sell your abilities when you have no work experience, or maybe you are a veteran with on-the-job experience, or you are ready to change to a new line of work? There are multiple ways to write a resume to tailor it to that job opportunity. The professional staff at the job center have years of experience assisting customers with all types of resumes.

They know what they are doing and they are there to help!



20 Cover letters

Your cover letter is how you catch an employer's attention. Your cover letter should make the reviewer want to review your resume, want to give you an interview. Your resume is a summary of your skills and qualifications, the cover letter is a way of creating a positive impression.

There are **four parts** to a cover letter, and each should consist of a paragraph:

- 1) In the first paragraph, identify the position you are inquiring about as well as how you heard of the opening.
- 2) In the second paragraph, relate your skills and abilities to the specific position for which you are applying. Emphasize the experience and training as it relates to the position being advertised.
- 3) In the third paragraph, make it clear to the employer why you want to work for that particular employer and why you selected them.
- 4) In the last paragraph, state what you would like the reader to do, whether it's making an appointment for an interview, reviewing your resume or providing you with further guidance or information.

Make sure to always tailor your cover letter to the job opening. The

job posting should provide you with clues to what they are looking for, and by weaving this information into the cover letter it will tailor the cover letter to the position.

The interview is one of the most important elements in the job search process. The job interview is a strategic conversation with a purpose. Your goal is to show the employer that you have the skills, background, and ability to do the job and that you can successfully fit into the organization and its culture. The interview is your opportunity to gather information about the job, the organization, and future career opportunities to figure out if the position and work environment are right for you.

Most employers do not hire people based on merit alone. Personality, confidence, enthusiasm, a positive outlook and excellent communication skills count heavily in the selection process.

Interviewing for a job can be a very stressful event. You can ease the stress and anxiety of going to an interview by having a general idea of what to expect and preparing as best as you can. Spend time making a list of the skills you possess. For example, communication skills may include things such as teaching, negotiating, writing reports, making presentations, resolving client problems, etc. Technical skills may include, operating machinery, repairing equipment, using banking procedures, estimating project

Interviewing 21

costs, etc. Management skills may include monitoring performance, writing evaluations, creating job descriptions, working with a budget, etc.

The following are a few tips to follow when preparing for an interview:

- Review your skill list and create and memorize a 30-second overview of your skills and qualifications. Be ready for that “tell me about yourself” question.
- It is to your advantage to carefully research the job and the organization. You can do this by requesting printed materials from the employer such as a job description, use online resources such as the company website, ask colleagues or friends who may have information about the organization. Knowing about the job will help you prepare a list of your qualifications so that you can show, point by point, why you are the best candidate.
- Practice, practice, practice. Practice answering interview questions with a friend or in front of the mirror, or better yet, utilize the job center. The job center offers “mock interviewing” where you can meet with a professional employment specialist to practice interviewing. The employment specialist can offer advice and tips on ways to enhance your interviewing skills as well as give you insight into what employers are looking for when asking the interview questions.
- Create a great first impression. Three basic things that help mold a great impression include:

1. **Your appearance** – A good appearance looks fresh, clean and proud. Dress in the clothes you would wear on the job. Make sure your clothes are neat and clean. Wear conservative colors — blues, grays and browns are preferred. Avoid excessive jewelry, excessive makeup, strong perfumes or colognes.
2. **Your manners** – The first manner an employer will look for is punctuality – showing up for the interview on time. Be pleasant and courteous, smile, offer a friendly greeting and extend a firm handshake. Address the manager as Mr. or Ms. unless they ask you to call them by their first name. Once in the office, don’t sit down until you are invited to sit. Never chew gum. Make eye contact and sit up straight in the chair; it shows you are alert and interested. Don’t tap your pen, drum your fingers, swing your foot or rock in the chair. Don’t drop the names of important people you know, and don’t argue about anything.
3. **Your attitude** – Attitude will set you apart from the other applicants. Attitude can be more important than experience as you can’t “train” someone to have a good attitude. Attitude is inherent to a person’s personality. Employers want someone who is positive and excited about coming to work, someone who is honest and has good work ethics. Someone who will treat their supervisors, co-workers and customers with the same courtesy and respect they themselves would like to be afforded.

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4. Pay attention to the question being asked, take a moment to formulate your answer and answer the question being asked. It's okay to ask the interviewer to repeat the question if needed.
5. Sell yourself by talking about your accomplishments, skills and abilities by using specific examples or stories to explain what you mean.

The following is a list of some interview questions you may be asked:

- Tell me about yourself.
- Why are you interested in this job?
- What do you know about us?
- How do you think a friend or someone who knows you well would describe you?
- What do you think is your greatest weakness?
- How do you work under pressure?
- How do you handle conflict?
- What major problem have you encountered and how have you dealt with it?
- What do you expect from your supervisor?
- Can you summarize the contribution you would make to our organization?
- Please tell me about the greatest professional assignment you've ever handled.
- What accomplishment has given you the most satisfaction?
- Do you prefer to work in a team environment or independently, and why?
- Tell me about your most significant work experience.
- How would those who have worked with you describe you?
- Have you ever supervised anyone?
- Did you ever have a group leader or boss you disliked? Why did you dislike him/her?
- Describe a situation where you had to resolve a problem at work and explain how you resolved it.
- What motivates you?
- How do you manage multiple projects that have multiple priorities?
- Why are you the best candidate for this position?



The “Tell us about yourself” and “Why are you the best candidate for this position” questions are your greatest opportunities to sell yourself.

Interviews generally end with the interviewer asking if you have any questions for us. The correct answer is “yes.” An interview works both ways and is designed to help you make a decision if you want to work for that company if you are offered the job. By asking questions you can determine what the expectations are and what it would be like to work there. You also show that you are interested in the job when you ask questions.

The following are some questions you may want to ask:

- What skills would I need to be successful in this position?

- Can you please describe what a typical day in this job looks like?
- Who would I work with most closely on a day-to-day basis?
- What do you consider the most challenging aspect of this position for someone who is new to the organization?
- What are your expectations for new hires?
- What qualities are you looking for in your new hires?
- What are the most challenging facets of the position?
- What is the retention rate of people in the position for which I am interviewing?
- What is your management style?

- Why is this position available?
- When do you anticipate making the hiring decision?

Few people follow up after an interview and send a thank you note to the manager. Sending a thank you note could give you an edge over the competition. Keep the thank you note brief and basically thank the manager for meeting with you and add a couple of sentences of why you are a good candidate for the job.

24 Dealing with finances during a layoff

One of the first things most newly unemployed people think about is money. How will I survive?

How am I going to pay the bills? What's going to happen? The best way to deal with finances during this time is to make a plan.

Start by creating a budget.

1. How much money is coming in each month?
(UI, severance pay, vacation pay, other household wages and so forth.)
2. How much money are you paying out each month?
 - a. Start with the basics: rent or mortgage, food, child care, utilities, telephone/cell phone, insurance, car loans, transportation, medications, etc.)
 - b. Then add in the not-so-essentials: the discretionary expenses — cable/satellite TV, internet provider,

entertainment, clothing, home furnishings, vacations, gym dues, gifts, hobbies, etc.

Minus your monthly expenses from your monthly income and figure out what's left. It is common to have a negative "what's left" number. So your next step is to ask yourself the following questions:

- a. Where can I cut back?
- b. How much do I really need to get by?

Tips for cutting costs:

- Consider refinancing your mortgage so your monthly payment is lower.
- Reduce your utility costs by turning down the heat and dressing warmer. Turn off everything that isn't being used.
- Look into lowering your car insurance monthly payments by accepting a higher deductible.

- Cluster your errands so that you use the car and buy gas as infrequently as possible.
- Use coupons and watch for weekly specials when purchasing groceries. Buy fresh food and prepare it yourself rather than premade items.
- Eat in more and save eating out for special occasions.
- Cut the costs of nonessential items such as cable/satellite TV and check out movies from the library.
- Cut down on the number of cell phones your family may have.

Credit cards can encourage you to spend more than you have. Since many credit cards don't require you to pay the full balance each month, there is the potential where debt begins to build up. In effect you are getting a high interest loan which can be anywhere from 18 to 21 percent a year. This means you are paying for everything you bought, plus 18 percent on top of that. Credit cards also offer cash

advances, which is not a smart way to borrow money. As soon as you take a cash advance, you start paying interest and may also be charged a fee for each advance.

Because this is a time of emotional upheaval, it's not a good time to make big financial decisions like selling the house or declaring bankruptcy. Talk to a financial advisor to ensure you have thought your decisions through.

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Rapid Response team contact information

Anchorage Rapid Response Specialist

Email: dol.cstsanc@alaska.gov

Phone: (907) 269-4759

Fairbanks Rapid Response Specialist

Email: fairbanks.jobcenter@alaska.gov

Phone: (907) 451-5901

Juneau Rapid Response Specialist

Email: dol.csts.se@alaska.gov

Phone: (907) 465-4562

Peninsula (Kenai) Rapid Response Specialist

Email: peninsula.jobcenter@alaska.gov

Phone: (907) 335-3000

jobs.alaska.gov/RR/rrteam.htm

Rapid Response Statewide Coordinator

Email: dol.rrteam@alaska.gov

Phone: (907) 269-3016

Mailing address:

Rapid Response – DOLWD

3301 Eagle St., Suite 103

Anchorage, AK 99503-4149



Where do I go from here?

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First, file for your Unemployment Insurance and set up your AlaskaJobs profile at **jobs.alaska.gov**. Having a source of income while you go through this transition will help.

Take some time to make a plan. This could include: looking for a job, get additional training or relocating to a job in another area. Speak with your family and friends. Bounce ideas off of them. Next, stop into your local job center or contact your Rapid Response specialist if you are not sure who to contact for other services you may be interested in.

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Frequently asked questions

1. I lost my job or am about to be laid off from my job. What do I do?

Don't panic! This may be a difficult time for you and your family, but you can and will get through this. You may even wind up with a better job than your previous one. Your local job center has a multitude of services available, as well as referrals and access to many other community resources.

2. What is a job center? How can the job center help me? Does it cost anything? Do I need an appointment to visit a job center?

A job center is "one-stop shopping" for job seekers and employers. All of the services are provided at no cost. No appointment is necessary to visit a job center, although specialized services may need to be scheduled in advance. Just stop in and see what's available. Each job center houses a variety of partners, such as the Alaska Employment Service, Career Support and Training Services, Division of Public Assistance and Division of Vocational

Rehabilitation. The goal is for job seekers and employers to be able to receive quick and easy access to a wide range of employment services under one roof.

There are job centers across Alaska that offer the following:

- **Workshops** — Get assistance with job search skills such as resume writing, cover letters, completing job applications, interviewing skills and State of Alaska applications. Learn job search tips from the experts.
- **Resource room** — Job center resource rooms offer free use of computers, photo copiers and printers to provide professional-looking letters and resumes and internet access for searching current job openings.
- **Job search, referral and matching** — Use the AlaskaJobs system to get the latest information on the best job openings for you, and employers most likely to be hiring in your area of interest. In addition, post your resume for employers to view.

- **Assessment and career planning** — Consult with an employment counselor for a skills assessment that can reveal your untapped talents and abilities. Explore potential new careers and get information on schools and training programs.
- **Upgrading your skills** — On-the-job training, hands-on training, and classroom training are all designed to help you get a job. Many times these training costs are paid for with grant funding that does not have to be paid back.
- **Relocate** — Once you secure a job in a new community, there may be grant money (also that will not have to be paid back) available to assist you with moving to your new job community.
- **Referrals to community resources** — Get referrals to special services you may need from other programs and organizations.
- **Job club** — Swap ideas, tips, and lessons learned about finding work with other job seekers.
- **Veteran's services** — Get one-on-

one job search services provided by a professional veteran's representative tailored to you.

3. How do I file for Unemployment Insurance?

You can file online for Unemployment Insurance benefits at **my.alaska.gov** or you may call your local UI call center to file by phone. The UI webpage is **labor.alaska.gov/unemployment**.

4. What about medical insurance?

Contact your present employer or your recent employer where you were laid off to see if you can elect to keep your current insurance under the federal Consolidated Omnibus Budget Reconciliation Act, or COBRA. Go to the U.S. Department of Labor's COBRA webpage at **dol.gov/general/topic/health-plans/cobra** for more information. The webpage has a multitude of links for more information about continuing your health coverage. Or

contact your current insurance provider directly for other options.

Another important website for more information on how to get healthcare coverage is the federal government website, **healthcare.gov**.

The Alaska Department of Health and Social Services' Division of Public Assistance (DHSS's DPA) administers the Medicaid program, which provides healthcare coverage and long-term care services for low-income Alaskans.

More specifically, Medicaid is intended to provide medical coverage for needy families with children, pregnant women, low-income adults, the elderly, and people who are blind or have a disability. Visit **dhss.alaska.gov/dpa/Pages/medicaid/default.aspx** or call your local Division of Public Assistance office.

5. Is there other financial assistance available?

DHSS' DPA has several programs that

may be able to assist you, including food benefits to low-income households under the Supplemental Nutrition Assistance Program, or SNAP, help with offsetting the cost of home heating for eligible Alaskans under the Heating Assistance Program, and cash assistance and work services to low-income families with children to help with basic needs while they work toward becoming self-sufficient under the Alaska Temporary Assistance Program.

Visit the Division of Public Assistance's home page at **dhss.alaska.gov/dpa/Pages/default.aspx** or call (907) 465-3347.

You also may be eligible to get food assistance from your local food bank. Visit the Food Bank of Alaska webpage at **FoodBankofAlaska.org**, which serves the whole state in coordination with 170 partner agencies and other organizations. Or call (907) 272-3663.

Also, see the description of Alaska 2-1-1 statewide online database and call center in Question No. 10 below.

6. I have a child in college. How can I get financial aid for him or her?

Use the Free Application for Federal Student Aid to apply for federal financial aid, including grants, student loans and work-study. Go to studentaid.gov to access the U.S. Department of Education's office of Federal Student Aid FAFSA webpages. The Alaska Commission on Postsecondary Education, a state agency for higher education, is also a good resource for the FAFSA, state scholarships and educational loans for students and families. ACPE's website is acpe.alaska.gov and the agency's phone is (800) 441-2962 or (907) 465-2962 in Juneau.

7. What if I can't pay my student loan payments?

Don't just default on your payments. That will make matters worse. Go to ACPE's website mentioned in the previous answer, or call the agency, to learn about loan repayment information and tips.

8. How will I manage when my income is reduced? How can I budget for this? How do I pay my bills? What about my creditors? Is there help available?

Consumer Credit Counseling is a national nonprofit with numerous resources and tools. Its website is consumercredit.com, and its phone number is (800) 769-3571. Fees may apply for debt management plan services. Other similar organizations are listed on Alaska211.org mentioned in Question 10. Remember to always ask what services require fees.

9. I can't afford childcare for my children while I am job searching. Is there any help available?

The Child Care Assistance Program (CCAP) provides help with child care expenses based on a sliding fee scale for eligible families when the parents are working, training or attending school; another part of the program provides child care assistance to families receiving Temporary Assistance Program benefits, mentioned in Question

5 above. CCAP is in DHSS's DPA. The program's website is dhss.alaska.gov/dpa/pages/ccare/families.aspx, and its main office phone is (888) 268-4632.

10. How can I find other, more specialized community resources?

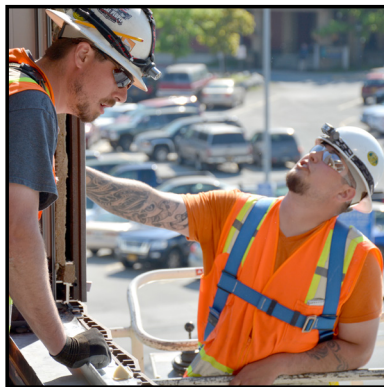
The Alaska 2-1-1 statewide online database and call center is a one-stop resource operated by United Way of Anchorage for you to connect to services in your community, including emergency food and shelter, educational opportunities, alcohol and drug treatment programs, senior services, child care and more. Both nonprofit and for-profit organizations that provide health or human services opt to join the database, as well as government agencies, civic associations and advocacy groups. The Alaska 2-1-1 website is alaska211.org. For the call center, dial 2-1-1 on your phone, call (800) 478-2221 or email alaska211@ak.org. Alaska 2-1-1 has an interpreter service for 170 languages. Check the website for call center hours.



**ALASKA DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT**

Rapid Response Program

jobs.alaska.gov/RR
2024-2025



We are an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Alaska's Rapid Response activities are 100% funded by U.S. Department of Labor through an allocation of \$293,827.75. Revised 7/2024

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